



Reason code encyclopedia

Your comprehensive guide to reason codes,
modifiers, time limits, and compelling evidence.

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What are reason codes, and why are they important?

Reason codes are specific numeric codes that a customer's bank typically provides in a dispute notification as a way to explain the cause for a dispute or retrieval request. They provide understanding about why a specific chargeback occurred—this understanding can then be used by the merchant or chargeback professionals to build a better case in order to resolve or settle the dispute.

The codes are created by each major card company (Visa, MC, Discover, AMEX, etc.) and may be changed or abandoned over time. This guide attempts to consolidate and make sense of the legitimate and active codes in the payments industry.

How to use reason codes

A dispute often has a reason code associated with it. It's important to look up the code to understand why a transaction, good, or service was disputed in order to properly present a solid case to win the chargeback.

The following items may help resolve a dispute:

- Shipping/tracking documents; proof of delivery
- AVS (Address Verification System) matching
- CVV authorization proof
- Transaction receipts and invoices
- Customer communications concerning the product/service being disputed
- The 'Terms of service' that the customer agreed to
- Screenshots of what a customer viewed and agreed to purchase (if online)

Acronyms:

RR - Retrieval Request

MID - Merchant Identification number

PA - Pre-arbitrations

NOTE: PayPal often cites reason codes from card companies, but does not have proprietary codes.

ENCYCLOPEDIA

What kind of reason code categories can I expect?

American Express, Discover, MasterCard, and Visa have different reason codes. But all codes can be categorized under the following categories: Fraud, Authorization, Processing Errors and Consumer Disputes. Here is what you need to know about each category.



Fraud

These codes are affiliated with disputes that claim the cardholder was a victim of fraud. The extent of fraud can vary from cardholders noticing unfamiliar charges to fraudsters using synthetic identities to harm your business. In most cases, cardholders may falsely file a fraud dispute in order to earn their money back, which is called friendly fraud.



Authorization

Authorization reason codes involve disputes that claim the cardholder did not authorize a transaction. One example is a retailer charging a customer more than what was initially agreed upon at the point of sale.



Processing errors

Processing error reason codes focus more on the technicality of the transaction. This type of dispute can happen when there was a duplicate charge or credit from a return that was not processed.



Consumer disputes

These reason codes refer to a cardholder not being satisfied with the good or service after the transaction. A product that is defective after purchase can fall into this category. Each card network has its own way of specifying the reason for a chargeback. Some even use transaction modifiers, which will be further explained below.



American Express inquiry reason codes

QUICK REFERENCE



Time to respond: 20 days from date of inquiry.

Select a code to see the details

- | | |
|---------------------------------------|-------------------------------------------------------------------|
| 004 Non-receipt | 158 Credit for Returned Merchandise |
| 021 Goods/Services Cancelled | 173 Dispute Billing Credit |
| 024 Goods Damaged/Defective | 175 Credit Not Processed |
| 059 Repair/Replace Request | 176 CNP Unrecognized |
| 062 Credit Processed as Charge | 193 Fraudulent |
| 063 Quality Issues | 680 Amount Discrepancy |
| 127 Unrecognized | 684 Paid by Other Means |
| 154 Goods/Services Refused | 691 Request for Support/Itemization |
| 155 Credit Not Received | 693 Card Member Questions Charge for Damages/Theft or Loss |



Inquiry reason codes

AMEX CODE**004**

(Inquiry)

DESCRIPTION**Non-Receipt****What it means**

The cardholder has not received the good(s) or service(s) that was ordered.

How to respond

Provide the service, ship the order, or provide proof of delivery or services rendered.

AMEX CODE**021**

(Inquiry)

DESCRIPTION**Goods/Services Cancelled****What it means**

Either the cardholder claims the good(s) or service(s) were canceled or expired, or they're claiming to be unsuccessful in their attempts to cancel the good(s) or service(s) with you (the merchant).

How to respond

You can issue a credit, or provide a copy of your cancellation policy/contract signed by the cardholder and discontinue future billings.



Inquiry reason codes

AMEX CODE**024**

(Inquiry)

DESCRIPTION**Goods Damaged/Defective****What it means**

The cardholder claims the order arrived damaged or defective and requests return authorization.

How to respond

If the cardholder's return is not permitted, please provide a copy of your return or refund policy and explain how the cardholder is not compliant.

AMEX CODE**059**

(Inquiry)

DESCRIPTION**Repair/Replace Request****What it means**

The cardholder has requested the repair or replacement of an order that was damaged or defective.

How to respond

Provide return instructions and make the appropriate repairs, or provide a copy of your return/replacement policy and explain why the order cannot be repaired/replaced.



Inquiry reason codes

AMEX CODE**062**

(Inquiry)

DESCRIPTION**Credit Process as Charge****What it means**

The cardholder claims the referenced charge should have been submitted as a credit.

How to respond

Replace the item or issue credit for the good(s) or service(s), or provide proof that a credit has been issued.

AMEX CODE**063**

(Inquiry)

DESCRIPTION**Quality Issues****What it means**

The cardholder has requested replacement for a good(s) or service(s) that was not as your business described, or credit for the good(s) or service(s) as the cardholder is dissatisfied with the quality.

How to respond

Replace the item or issue credit for the good(s) or service(s), or provide proof that a credit has been issued.



Inquiry reason codes

AMEX CODE**127**

(Inquiry)

DESCRIPTION**Unrecognized****What it means**

The cardholder does not recognize the charge.

How to respond

Provide support and itemization. If the charge relates to items that were shipped, provide proof of delivery with the full delivery address. If this documentation is not available, issue a credit.

AMEX CODE**154**

(Inquiry)

DESCRIPTION**Good/Services Refused****What it means**

The cardholder claims the good(s) or service(s) were canceled and/or refused.

How to respond

Either issue a credit, provide proof of delivery, or provide proof that the cardholder was made aware of your cancellation policy and explain why credit is not due.



Inquiry reason codes

AMEX CODE**155**

(Inquiry)

DESCRIPTION**Credit Not Received****What it means**

The cardholder has requested credit for a good(s) or service(s) that was not received.

How to respond

Either issue a credit, or provide proof of delivery or a copy of the signed purchase agreement indicating the cancellation policy and explain why credit is not due.

AMEX CODE**158**

(Inquiry)

DESCRIPTION**Credit for Returned Merchandise****What it means**

The cardholder has requested credit for merchandise that was returned to your business.

How to respond

Issue a credit or provide a copy of your return policy and explain why credit is not due.



Inquiry reason codes

AMEX CODE**173**

(Inquiry)

DESCRIPTION**Duplicate Billing Credit****What it means**

The cardholder has requested credit for a duplicate billing.

How to respond

Provide support and itemization of both charges and explain why credit is not due.

AMEX CODE**175**

(Inquiry)

DESCRIPTION**Credit Not Processed****What it means**

The cardholder claims that a credit was expected, but has not been processed.

How to respond

Issue a credit or provide support for the charge and explain why credit is not due.



Inquiry reason codes

AMEX CODE**176**

(Inquiry)

DESCRIPTION**CNP Unrecognized****What it means**

The cardholder does not recognize the referenced Card Not Present charge(s).

How to respond

Provide signed support and itemization and explain why credit is not due.

AMEX CODE**193**

(Inquiry)

DESCRIPTION**Fraudulent****What it means**

The cardholder claims the referenced charge is fraudulent.

How to respond

For a Card Present charge, provide a copy of the charge record and an imprint of the card, if available. For a Card Not Present charge, provide a copy of the charge record (or substitute charge record), any contracts or other details associated with the purchase, and proof of delivery (when applicable) with the full shipping address.



Inquiry reason codes

AMEX CODE**680**

(Inquiry)

DESCRIPTION**Amount Discrepancy****What it means**

The cardholder claims the charge amount you submitted differs from the amount the cardholder agreed to pay.

How to respond

Issue a credit or explain why credit is not due.

AMEX CODE**684**

(Inquiry)

DESCRIPTION**Paid by Other Means****What it means**

The cardholder claims this charge was paid for by another form of payment.

How to respond

Issue a credit or provide proof that the cardholder's payment by other means was not related to the disputed charge or that you have no record of the cardholder's other payment.



Inquiry reason codes

AMEX CODE**691**

(Inquiry)

DESCRIPTION**Request for Support/Itemization****What it means**

The cardholder is not disputing the charge(s), but is requesting support and itemization.

How to respond

Provide the requested documentation.

AMEX CODE**693**

(Inquiry)

DESCRIPTION**Card Member Questions Charge for Damages/Theft or Loss****What it means**

The cardholder claims they should not be charged for damages, theft, or loss.

How to respond

Issue credit or provide a copy of an itemized rental agreement, itemized documentation to support the change, proof that the cardholder agreed in writing to accept responsibility for the charge.



American Express chargeback reason codes

QUICK REFERENCE



Time to respond: 20 days from date of chargeback.

Select a code to see the details

A01 Charge Amount Exceeds Authorization Amount	F31 EMV Stolen/Lost/Non-Received
A02 No Valid Authorization	FR2 Fraud Full Recourse Program
A08 Authorization Approval Expired	FR4 Immediate Chargeback Program
C02 Credit Not Processed	FR6 Partial Immediate Chargeback Program
C04 Goods/Services Returned or Refused	M01 Chargeback Authorization
C05 Goods/Services Cancelled	M10 Vehicle Rental – Capital Damages
C08 Goods or Services Not Received or Only Partially Received	P01 Unassigned Card Number
C14 Paid by Other Means	P03 Credit Processed as Charge
C18 “No Show” or Card Deposit Cancelled	P04 Charge Processed as Credit
C28 Canceled Recurring Billing	P05 Incorrect Charge Amount
C31 Goods/Services Not as Described	P07 Late Submission
C32 Goods/Services Damaged or Defective	P08 Duplicate Charge
F10 Missing Imprint	P22 Non-Matching Card Number
F24 No Cardholder Authorization	P23 Currency Discrepancy
F29 Card Not Present	R03 Insufficient Reply
F30 EMV Counterfeit	R13 No Reply



Chargeback reason codes

AMEX CODE**A01**

(Chargeback)

CATEGORY

Authorization

DESCRIPTION

Charge Amount Exceeds Authorization Amount

What it means

The merchant has submitted a transaction that was of an amount greater than the authorized approval.

How to respond

Provide proof that a valid authorization approval was obtained for the full amount of the charge in accordance with the agreement (unless exceptions apply).

AMEX CODE**A02**

(Chargeback)

CATEGORY

Authorization

DESCRIPTION

No Valid Authorization

What it means

No authorization was requested by the merchant, the card has expired, or the card was declined.

How to respond

Provide proof that a valid authorization approval was obtained in accordance with the agreement. For an expired or not yet valid card, you should provide proof that the charge was incurred prior to the expiration date or within the valid dates on the card.



Chargeback reason codes

AMEX CODE**A08**

(Chargeback)

CATEGORY

Authorization

DESCRIPTION

Authorization Approval Expired

What it means

The authorization has expired before the transaction was submitted.

How to respond

Provide proof that a valid authorization approval was obtained in accordance with the agreement, or that a credit offsetting the disputed charge has already been processed.

AMEX CODE**C02**

(Chargeback)

CATEGORY

Authorization

DESCRIPTION

Credit Not Processed

What it means

The authorization has expired before the transaction was submitted.

How to respond

If no credit (or only partial credit) is due, provide a written explanation of why credit is not due with appropriate documents to support your position, or proof that a credit which directly offsets the disputed charge has already been processed.



Chargeback reason codes

AMEX CODE	DESCRIPTION
C04	Goods/Services Returned or Refused
(Chargeback)	What it means
	The cardholder has provided proof that merchandise was returned.
CATEGORY	How to respond
Consumer Disputes	Supply a written explanation refuting the cardholder’s claim that goods were returned. If the items were returned, provide a copy of your return policy, an explanation of your procedures for disclosing it to the cardholder, and details explaining how the cardholder did not follow the return policy, or a copy of the charge record indicating the terms and conditions of the purchase with details explaining how the cardholder did not follow the policy. If goods services refused, provide proof that they were accepted.

AMEX CODE	DESCRIPTION
C05	Good/Services Cancelled
(Chargeback)	What it means
	The cardholder provided supporting documentation that the merchandise ordered was canceled.
CATEGORY	How to respond
Consumer Disputes	Respond to this chargeback by providing a copy of your cancellation policy or terms and conditions, an explanation of your procedures for disclosing it to the cardholder, and details explaining how the cardholder did not follow the cancellation policy or terms and conditions. If you've already issued a credit, include proof that a credit which directly offsets the disputed charge has already been processed.



Chargeback reason codes

AMEX CODE

C08

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Goods or Services Not Received or Only Partially Received

What it means

A charge represents merchandise that was not received by the cardholder. American Express is not able to bill the cardholder for merchandise not in their possession.

How to respond

For goods, provide proof of delivery; including delivery date and full shipping address. For services, provide proof that the services were provided and the dates the services were provided, or a signed completion of work order showing the cardholder received the services and dates that the services were used/provided. You can also prove a direct connection between the person who received the goods and services and the cardholder (e.g., photographs, emails).

Transaction modifiers

Airline Transaction; Digital Goods Download; Site to Store

AMEX CODE

C14

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Paid by Other Means

What it means

The cardholder has provided American Express with proof of payment by another method.

How to respond

Provide documentation showing that the cardholder's other form of payment was not related to the disputed charge, or proof that the cardholder provided consent to use the card as a valid form of payment for the disputed charge.



Chargeback reason codes

AMEX CODE**C18**

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION**"No Show" or Card Deposit Canceled****What it means**

The cardholder's account was charged for a "no-show" billing, despite canceling the reservation. The cardholder has obtained a cancellation number. This number will be listed.

How to respond

Either supply documentation supporting the validity of the "no show" reservation or CARDeposit charge.

AMEX CODE**C28**

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION**Cancelled Recurring Billing****What it means**

A charge has been submitted after the merchant was advised to discontinue all future billing.

How to respond

Provide a copy of your cancellation policy, an explanation of your procedures for disclosing it to the cardholder, and details explaining how the cardholder did not follow the cancellation policy. Alternatively, you can provide proof that the cardholder has not canceled and continues to use the service or receive the goods.



Chargeback reason codes

AMEX CODE

C31

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Goods/Services Not as Described

What it means

The cardholder claims to have received goods or services that are different than the written description provided at the time of the charge.

How to respond

You may provide proof refuting the cardholder’s claim that the written description differs from the goods/services received, or proof that the cardholder agreed to accept the goods/ services as provided or "as is", or proof that goods/services matched what was described. For goods/services that were received in a damaged or defective state, show that an attempt was made to repair/replace goods, or to replace services. If the goods/ services were returned, state how the cardholder did not comply with your clearly documented cancellation/return policy or applicable law and regulations.

AMEX CODE

C32

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Goods/Services Damaged or Defective

What it means

The cardholder's bank received a claim from the cardholder stating that the goods were shipped to the cardholder, but were damaged or defective.

How to respond

Supply proof refuting the cardholder’s claim that the goods/services were damaged or defective (provided that they were not returned), or proof that the cardholder agreed to accept the goods as delivered, or proof that the goods/services were not returned.



Chargeback reason codes

AMEX CODE**F10**

(Chargeback)

CATEGORY

Fraud

DESCRIPTION**Missing Imprint****What it means**

The cardholder claims they did not participate in this charge and you have not provided a copy of an imprint of the card. Note: Not applicable to Card Not Present charges or charges that qualify under the Keyed No Imprint Program.

How to respond

Send proof that the charge qualifies under the Keyed No Imprint Program, or proof that this was a Card Not Present charge.



Chargeback reason codes

AMEX CODE

F24

(Chargeback)

CATEGORY

Fraud

DESCRIPTION

No Cardholder Authorization

What it means

The cardholder claims they did not participate in this charge, and the merchant submitted the payment, but the change was not authorized, was declined, or was submitted with an expired authorization.

How to respond

Provide proof that you've processed a credit which directly offsets the disputed charge.

AMEX CODE

F29

(Chargeback)

CATEGORY

Fraud

DESCRIPTION

Card Not Present

What it means

The cardholder's bank received a complaint from the cardholder indicating an unauthorized card-not-present transaction.

How to respond

You'll need to provide proof that the cardholder participated in the charge (e.g., billing authorization, usage details, proof of delivery to the cardholder's billing address, contract) or proof that the transaction contains a shipping address that matches a previously used shipping address from an undisputed transaction. You may also supply proof that you attempted to validate the CID and you did not receive a response, or you received an "unchecked" response. Similarly, you can provide proof that you validated the address via authorization and shipped goods to the validated address.

Transaction modifiers

Airline Transaction



Chargeback reason codes

AMEX CODE

F30

(Chargeback)

CATEGORY

Fraud

DESCRIPTION

EMV Counterfeit

What it means

The cardholder denies participation in the charge and a counterfeit chip card was used at a POS system where the transaction was not processed as a chip transaction because either: the POS system was not an enabled chip and-PIN POS system, or the transaction was manually keyed. Note: Not applicable for contactless transactions and Digital Wallet payments.

How to respond

Provide proof that this was a Card Not Present charge or proof that the POS system processed a chip card transaction.

AMEX CODE

F31

(Chargeback)

CATEGORY

Fraud

DESCRIPTION

EMV Lost/Stolen/Non-Received

What it means

The cardholder denies participation in the charge and chip card with PIN capabilities was lost/stolen/non-received and was used at a POS system where the transaction was not processed as a chip card transaction with PIN validation because either: the POS system is not an enabled chip-and-PIN POS system, or the transaction was manually keyed. Note: Not applicable to contactless transactions and Digital Wallet payments, and charges that qualify under the No Signature/No PIN Program.

How to respond

Either provide proof that this was a Card Not Present charge, proof that the POS system processed a chip card transaction with PIN validated, or proof that a credit which directly offsets the disputed charge has already been processed.



Chargeback reason codes

AMEX CODE

FR2

(Chargeback)

CATEGORY

Inquiry/
Miscellaneous

DESCRIPTION

Fraud Full Recourse Program

What it means

The cardholder denies authorizing the charge and your business has been placed in the Fraud Full Recourse Program.

How to respond

To respond, provide proof that you had not been placed in the Fraud Full Recourse Program at the time of the chargeback, or proof that a credit which directly offsets the disputed charge has already been processed.

AMEX CODE

FR4

(Chargeback)

CATEGORY

Inquiry/
Miscellaneous

DESCRIPTION

Immediate Chargeback Program

What it means

The cardholder has disputed the charge and you have been placed in the Immediate Chargeback Program.

How to respond

Provide proof that you had not been placed in the Immediate Chargeback Program at the time of the chargeback, or prove that a credit which directly offsets the disputed charge has already been processed.



Chargeback reason codes

AMEX CODE**FR6**

(Chargeback)

CATEGORYInquiry/
Miscellaneous**DESCRIPTION**

Partial Immediate Chargeback Program

What it means

The cardholder has disputed the charge and you have been placed in the Partial Immediate Chargeback Program.

How to respond

Prove that you had not been placed in the Partial Immediate Chargeback Program at the time of the chargeback, or show that a credit which directly offsets the disputed charge has already been processed.

AMEX CODE**M01**

(Chargeback)

CATEGORYInquiry/
Miscellaneous**DESCRIPTION**

Chargeback Authorization

What it means

American Express received merchant authorization to process a chargeback for the charge.

How to respond

Since you indicated acceptance of the chargeback, you likely won't need to respond to these disputes. If you do, supply proof that a credit has already been processed.



Chargeback reason codes

AMEX CODE

FR6

(Chargeback)

CATEGORY

Inquiry/
Miscellaneous

DESCRIPTION

Vehicle Rental – Capital Damages

What it means

The cardholder claims the merchant incorrectly billed for capital damages.

How to respond

Submit proof that the charge submitted was within the specific estimate of the damages agreed in writing by the cardholder, plus 15%. Or submit proof that can refute the cardholder’s claim that they were covered by insurance. Or show that the charge was valid and not for theft or loss of use.



Chargeback reason codes

AMEX CODE**P01**

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Unassigned Card Number

What it means

An account number transmitted to the card issuer did not match any account number on the card issuer's master file.

How to respond

To respond to this chargeback, provide a copy of the imprint that confirms card number, proof that you obtained an authorization approval for such card number, or a copy of the charge record from the terminal that electronically read the card number.

AMEX CODE**P03**

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Credit Processed as Charge

What it means

The merchant processed a credit as a charge.

How to respond

Respond by providing proof that the charge was submitted correctly, or proof that a credit which directly offsets the charge has already been processed.



Chargeback reason codes

AMEX CODE**P04**

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Charge Processed as Credit

What it means

A merchant needed to charge an account, but instead processed it as a credit.

How to respond

Respond by providing proof that the credit was submitted correctly, or proof that a credit which directly offsets the charge has already been processed.

AMEX CODE**P05**

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Incorrect Charge Amount

What it means

The cardholder claims the charge amount the merchant submitted differs from the agreed amount.

How to respond

Provide proof that the cardholder agreed to the amount submitted, proof that the cardholder was advised of and agreed to pay for any additional or delayed charges using the card the charge was submitted to, an itemized contract or documentation substantiating the charge amount submitted, or proof that a credit which directly offsets the disputed charge has already been processed.



Chargeback reason codes

AMEX CODE

P07

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Late Submission

What it means

The charge was not submitted within the required timeframe.

How to respond

Prove that the charge was submitted within the required timeframe, or that a credit which directly offsets the disputed charge has already been processed.

AMEX CODE

P08

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Duplicate Charge

What it means

An individual charge was submitted more than once.

How to respond

Provide documentation showing that each charge is valid, or proof that a credit which directly offsets the disputed charge has already been processed.



Chargeback reason codes

AMEX CODE

P22

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Non-Matching Card Number

What it means

The card number in the submission does not match the card number in the original charge.

How to respond

Send a copy of the card imprint confirming the card number, or copy of the charge record from the terminal that electronically read the card number as your response.

AMEX CODE

P23

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Currency Discrepancy

What it means

The charge was incurred in an invalid currency.

How to respond

Provide evidence that a credit which directly offsets the disputed charge has already been processed.



Chargeback reason codes

AMEX CODE

R03

(Chargeback)

CATEGORY

Inquiry/
Miscellaneous

DESCRIPTION

Insufficient Reply

What it means

Complete support and/or documentation were not provided to American Express as requested.

How to respond

Supply proof that a credit which directly offsets the disputed charge has already been processed.

AMEX CODE

R13

(Chargeback)

CATEGORY

Inquiry/
Miscellaneous

DESCRIPTION

No Reply

What it means

American Express did not receive your response to their Inquiry within the specified timeframe.

How to respond

Provide proof you responded to the original Inquiry within the specified timeframe, or prove that a credit which directly offsets the disputed charge has already been processed.



Discover Network ticket retrieval request reason codes

QUICK REFERENCE



Time to respond: 30 days from date of retrieval request.

Select a code to see the details

01 Transaction Documentation Request

03 Transaction Documentation Request
Due to Cardholder Dispute

04 Transaction Documentation Request for
Fraud Analysis

05 Good Faith Investigation



Inquiry reason codes

DISC. CODE

01

(Ticket Retrieval Request)

DESCRIPTION

Transaction Documentation Request

What it means

The cardholder or issuer requests a copy of documentation for a card transaction.

How to respond

Provide transaction documentation signed by the cardholder, or other evidence that the cardholder received the goods and/or services purchased in the transaction and the transaction itself otherwise complies with the Discover Operating Regulations.

DISC. CODE

03

(Ticket Retrieval Request)

DESCRIPTION

Transaction Documentation Request Due to Cardholder Dispute

What it means

The cardholder or issuer requests transaction documentation for a card transaction.

How to respond

Provide documentation signed by the cardholder indicating that they agreed to the transaction or evidence that the goods or services purchased were received.

DISCOVER

Inquiry reason codes

DISC. CODE**04**

(Ticket
Retrieval Request)

DESCRIPTION

Transaction Documentation Request for Fraud Analysis

What it means

The issuer's security personnel requests transaction documentation in connection with a fraud investigation of a card transaction (other than ATM Transactions) where neither the cardholder nor any authorized user participated in or benefited from the transaction, and the cardholder disputes the transaction as fraud.

How to respond

Provide documentation signed by the cardholder indicating that they agreed to the transaction or evidence that the goods or services purchased were received.

DISC. CODE**05**

(Ticket
Retrieval Request)

DESCRIPTION

Good Faith Investigation

What it means

The cardholder or issuer challenges the validity of a card transaction after the expiration of the standard dispute initiation timeframes set by Discover.

How to respond

You're not obligated to respond to Good Faith Investigation requests.



Discover Network Chargeback Reason Codes

QUICK REFERENCE



Time to respond: 30 days from date of chargeback.

Select a code to see the details

UA01	Fraud — Card Present Transaction	AW	Altered Amount
UA02	Fraud — Card Not Present Transaction	CD	Credit/Debit Posted Incorrectly
UA05	Fraud — Chip Counterfeit Transaction	DP	Duplicate Processing
UA06	Fraud — Chip and PIN Transaction	NF	Non-Receipt of Cash from ATM
AT	Authorization Noncompliance	PM	Paid By Other Means
IN	Invalid Card Number	RG	Non-Receipts of Goods, Services, or Cash
LP	Late Presentation	RM	Cardholder Disputes Quality of Goods or Services
05	Good Faith Investigation	RN2	Credit Not Processed
AA	Does Not Recognize	DC	Duplicate Compliance
AP	Recurring Payments		



Chargeback reason codes

DISC. CODE

UA01

(Chargeback)

CATEGORY

Fraud

DESCRIPTION

Fraud — Card Present Transaction

What it means

The cardholder claims fraud in connection with a Card Present (CP) transaction.

How to respond

Show that the transaction isn't fraudulent by providing a valid, legible transaction receipt, or evidence that the cardholder was present at the time of the card transaction or otherwise participated in or approved the card transaction or a valid, legible transaction receipt that displays a complete, legible imprint of all security features required to be embossed on the card.

Transaction Modifiers

Site to Store

DISC. CODE

UA02

(Chargeback)

CATEGORY

Fraud

DESCRIPTION

Fraud — Card Not Present Transaction

What it means

The cardholder claims that they did not approve or participate in a Card Not Present (CNP) transaction.

How to respond

Prove that the items were delivered and that you used the Address Verification Service to validate the numeric portion of the cardholder's billing address, including street address and ZIP code, or that the response to an Address Verification request indicated that the cardholder's address is not verified because the card is issued outside of the United States.

Transaction Modifiers

Card Not Present; Site to Store



Chargeback reason codes

DISC. CODE

UA05

(Chargeback)

CATEGORY

Fraud

DESCRIPTION

Fraud — Chip Counterfeit Transaction

What it means

The cardholder alleges that a counterfeit card was used to conduct a card sale or cash advance, and a Contact Chip Payment Device was issued.

How to respond

Respond by showing your POS Device was enabled to support chip card transactions using EMV technology or that your POS Device completed the card transaction using magnetic stripe data and the card transaction was identified as Fallback in the Authorization Request.

DISC. CODE

UA06

(Chargeback)

CATEGORY

Fraud

DESCRIPTION

Fraud — Chip and PIN Transaction

What it means

The cardholder alleges fraud relating to a Card Present chip card transaction, including a cash advance, involving a card account on which a PIN-preferring Contact Chip Payment Device was issued, the card was reported as lost or stolen at the time of the card sale or cash advance, and the card transaction was conducted at a POS Device that does not support chip card transactions with PINpreferring Contact Chip Payment Devices.

How to respond

To respond to this chargeback, you need to show that either the chip card transaction was completed with PIN entry on a chip card terminal, a Fallback transaction was properly identified in the Authorization request, the card transaction was not Card Not Present, track data in the Authorization Request indicated that the card sale was not conducted with a Contact Chip Payment Device as required by the Technical Specifications, or that the card transaction was a cash advance at an ATM.



Chargeback reason codes

DISC. CODE

AT

(Chargeback)

CATEGORY

Authorization

DESCRIPTION

Authorization Noncompliance

What it means

The merchant did not obtain a valid Authorization Response, and the issuer cannot collect the card sale amount from the cardholder.

How to respond

Provide evidence of a positive Authorization Response from the issuer for the card sale, which can be validated in the issuer's records, and show that the amount of the card sale matches the Authorization amount.

DISC. CODE

IN

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Invalid Card Number

What it means

The card number provided by the merchant is not valid.

How to respond

Provide transaction documentation showing three things: the card number is accurate and was not listed on the Negative File at the time that Downtime Authorization Services were used to obtain an Authorization Response for the card transaction; the receipt of a positive Authorization Response; and the cardholder's signature (if required).



Chargeback reason codes

DISC. CODE

LP

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Late Presentation

What it means

Sales data was submitted for the card sale later than the number of calendar days permitted for timely sales data submission. The card sale was also not for a delayed delivery card sale.

How to respond

Provide evidence of compliance with delayed delivery requirements and receipt of a valid Authorization Response within the applicable number of calendar days of the ship date, expected delivery date or processing attempt. Or show that the cardholder approved the submission of sales data after the applicable number of calendar days.

DISC. CODE

05

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Good Faith Investigation

What it means

The merchant accepted responsibility in response to a Good Faith Investigation Ticket Retrieval Request.

How to respond

Evidence may be submitted to Discover that the cardholder received duplicate credits, if you've applied a credit to the card account in response to a Good Faith Inquiry and a chargeback was also processed because you accepted responsibility for the card transaction. In all other cases, this chargeback is final and non-appealable.



Chargeback reason codes

DISC. CODE

AA

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Does Not Recognize

What it means

The cardholder claims that their account was charged or credited for a card transaction (other than an ATM transaction) that they don't recognize.

How to respond

Provide evidence that the cardholder received the goods or services related to the disputed transaction and that the transaction was completed in accordance with the Agreement and Operating Regulations, as applicable. You can also provide transaction documentation including an imprint of the card and/or signature or PIN entry.

DISC. CODE

AP

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Recurring Payments

What it means

The cardholder challenges the validity of recurring payments card sales after expiration or cancellation of the recurring payments plan agreement.

How to respond

Provide evidence that the cardholder did not cancel the recurring payments plan in accordance with your policy. Or that the cardholder did not cancel at least 15 calendar days prior to the posting of the disputed card sale(s). You can also show that the cancellation number provided by the cardholder or issuer was processed correctly as well as any terms stating cardholder requirement to pay disputed amounts.



Chargeback reason codes

DISC. CODE

AW

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Altered Amount

What it means

The cardholder claims that the amount of a card transaction was altered without their consent or direction.

How to respond

Either provide evidence of a credit or card sale in the correct amount issued to the account to correct the error or evidence that the cardholder is responsible for the disputed amount.

DISC. CODE

CD

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Credit/Debit Posted Incorrectly

What it means

The cardholder challenges the validity of a card transaction because the transaction should have resulted in a credit rather than a card sale or the transaction should have resulted in a card sale rather than a credit.

How to respond

You must provide either transaction documentation signed by the cardholder indicating agreement to the transaction, a transaction receipt or other record that indicates the transaction was posted correctly, or evidence that a credit was issued to the account to correct the error as permitted by Discover's Operating Regulations.



Chargeback reason codes

DISC. CODE

DP

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Duplicate Processing

What it means

The cardholder claims that a single card transaction was applied more than once to the account.

How to respond

Provide separate transaction documentation either signed or authorized by the cardholder for the amount of each transaction, or evidence that you or the acquirer issued a credit(s) for each duplicate card sale, as applicable and permitted by Discover's Operating Regulations.

DISC. CODE

NF

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Non-Receipt of Cash from ATM

What it means

The cardholder claims an ATM Cash Disbursement was charged to an account, but cash was not dispensed by the ATM.

How to respond

Either provide evidence that the cardholder received cash or show that you've issued a credit to the account to correct the error where permitted.



Chargeback reason codes

DISC. CODE

PM

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Paid By Other Means

What it means

The cardholder claims their account was charged for a card sale where the transaction was conducted using another form of payment.

How to respond

Prove that a credit(s) has been issued to the account for the amount(s) subject to dispute, or supply transaction documentation signed by the cardholder indicating agreement to the card sale.

DISC. CODE

RG

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Non-Receipt of Goods, Services or Cash

What it means

The cardholder challenges the validity of a transaction due to non-receipt of goods or services.

How to respond

Provide proof, like receipts, work orders, signed documents, and proof of delivery, to display that the goods or services were delivered by you as directed by the cardholder. You can also provide written correspondence between you and the cardholder to establish receipt of goods or services.

Transaction Modifiers

Airline Transaction; Card Not Present; Site to Store



Chargeback reason codes

DISC. CODE

RM

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Cardholder Disputes Quality of Goods or Services

What it means

The cardholder claims the goods or services delivered by the merchant were not of the quality or condition agreed-upon.

How to respond

Prove that the cardholder approved of the quality of the goods or services at the time of the transaction, either through signed documentation or written correspondence. If applicable, you can also show that your attempts to correct the cardholder's issues have been rejected, or that the cardholder never cancelled or rejected the goods and maintains possession of them. In addition, you can provide the terms agreed upon with the cardholder refuting the allegation of misrepresentation.

Transaction Modifiers

Airline Transaction; Card Not Present; Site to Store

DISC. CODE

RN2

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Credit Not Processed

What it means

The cardholder claims that an expected credit from the merchant was not received.

How to respond

Provide evidence that shows why a credit is not due to the cardholder as stated in agreedupon terms and conditions or return policies. Or show that you've issued an in-store credit or correction to their account to address the dispute.



Chargeback reason codes

DISC. CODE

DC

(Chargeback)

DESCRIPTION

Dispute Compliance

What it means

The acquirer or merchant did not comply with the applicable Operating Regulations.

CATEGORY

Dispute Compliance

How to respond

Provide any supporting documentation relating to the underlying card transaction to Discover. Failure to do so within the time limit may result in Discover resolving the Dispute Compliance claim against the merchant or acquirer.



MasterCard chargeback reason codes

QUICK REFERENCE



Time to respond: 45 days from date of chargeback.

Select a code to see the details

- | | | | |
|-------------|-----------------------------------------------|-------------|-----------------------------------------------------------------|
| 4837 | No Cardholder Authorization | 4842 | Late Presentment |
| 4849 | Questionable Merchant Activity | 4846 | Correct Transaction Currency Code Not Provided |
| 4863 | Cardholder Does Not Recognize—Potential Fraud | 4850 | Installment Billing Dispute |
| 4870 | Chip Liability Shift | 4999 | Domestic Chargeback Dispute (Europe Region Only) |
| 4871 | Chip/PIN Liability Shift | 4853 | Cardholder Dispute |
| 4807 | Warning Bulletin File | 4841 | Cancelled Recurring or Digital Goods Transactions |
| 4808 | Authorization—Related Chargeback | 4854 | Cardholder Dispute, Not Elsewhere Classified (U.S. Region Only) |
| 4812 | Account Number Not on File | 4855 | Goods or Services Not Provided |
| 4834 | Point-of-Interaction Error | 4859 | Addendum, No-show, or ATM Dispute |
| 4831 | Transaction Amount Differ | 4853 | Credit Not Processed |



Reason codes

MC CODE**4837**

(Chargeback)

CATEGORY

Fraud

DESCRIPTION

No Cardholder Authorization

What it means

The cardholder states that neither he, she, nor anyone authorized by him or her engaged in the transaction.

How to respond

Provide an explanation and copies of written correspondence exchanged between you and the cardholder (such as a letter, email, or fax) showing that the cardholder, or an authorized user, participated in the transaction.

Transaction Modifiers

CNP Airline Transaction; Customer Profile; Digital Goods Download; Ecommerce Transaction: Partial Shipment or Balance Due; Recurring Transaction; Site to Store



Reason codes

MC CODE**4849**

(Chargeback)

CATEGORY

Fraud

DESCRIPTION

Questionable Merchant Activity!

What it means

The acquirer processed a transaction for a merchant that later was listed in a MasterCard Global Security Bulletin for violating GMAP, QMAP, or reported to SAFE.

How to respond

You can respond to this chargeback by showing that you were not listed in the MasterCard Global Security Bulletin or that the transaction did not occur when you were listed on the MasterCard Global Security Bulletin.

MC CODE**4863**

(Chargeback)

CATEGORY

Fraud

DESCRIPTION

Cardholder Does Not Recognize—Potential Fraud

What it means

The cardholder claims that they do not recognize the transaction and states that they did not authorize the charge to their credit card.

How to respond

Provide the authorization or clearing message that would help identify the transaction and any additional information not included in those messages that would help the cardholder recall the transaction.



Reason codes

MC CODE

4870

(Chargeback)

CATEGORY

Fraud

DESCRIPTION

Chip Liability Shift

What it means

The cardholder claims they were in possession of a valid card on the date of transaction or they did not authorize/participate in the transaction. For counterfeit transactions, the liability remains with the party that does not invest in chips

How to respond

Respond by providing documentation displaying the card involved was not a hybrid card according to the service code (DE 35 or DE 45) in the authorization request (the value of the first position was not a 2 or a 6), the transaction was completed with chip, or the chargeback was otherwise invalid (for example, the terminal was a hybrid).

MC CODE

4871

(Chargeback)

CATEGORY

Fraud

DESCRIPTION

Chip/PIN Liability Shift

What it means

The cardholder claims they were in possession of a valid card on the date of transaction or they did not authorize/participate in the transaction. For counterfeit transactions, the liability remains with the party that does not invest in chips.

How to respond

Provide documentation showing the country or region in which the acquirer or issuer is located does not have an applicable intraregional chip/PIN liability shift or does not participate in the intraregional Chip Liability Shift Program, the transaction was a valid chip/PIN-capable terminal, the transaction occurred at a hybrid PIN-capable terminal and did not involve a hybrid PIN-preferring card, the transaction involved CVM fallback from PIN to signature or no CVM, unless transaction data in DE 55 indicated "PIN Entry Required and PIN Pad Not Present or Not Working", or the transaction occurred at a hybrid PIN capable terminal and was magnetic stripe-read or key-entered as the result of a technical fallback and was properly identified in the authorization request/0100 message and in the first presentment/1240 message.



Reason codes

MC CODE

4807

(Chargeback)

CATEGORY

Authorization

DESCRIPTION

Warning Bulletin File

What it means

The issuer is unable to verify whether or not an authorization code was obtained. An issuer may continue to use reason code 4807, however, MasterCard will eventually eliminate 4807 as a valid reason code. 4808 will be used instead.

How to respond

You can respond to this chargeback by providing the date and time of original sale where an authorization code was obtained or evidence that a credit was issued.

MC CODE

4808

(Chargeback)

CATEGORY

Authorization

DESCRIPTION

Authorization—Related Chargeback

What it means

A transaction where authorization was required, but not obtained. It can also occur for transactions where the primary account number (PAN) does not exist. And, also in Card Not Present transactions declined by the issuer and subsequently approved through stand-in processing or X-Code with an approval response as specified in the Authorization Manual.

How to respond

Prove the transaction was presented within seven calendar days of the pre-authorization or authorization approval date and the pre-authorization or authorization was not reversed. You can also provide evidence that the issuer has not permanently closed the account or to prove that the transaction was either approved online by the issuer or offline by the chip.



Reason codes

MC CODE

4812

(Chargeback)

CATEGORY

Authorization

DESCRIPTION

Account Number Not On File

What it means

The issuer receives a transaction with an account number that does not match any account numbers on file for the cardholder. An issuer may continue to use reason code 4812, however, MasterCard will eventually eliminate 4812 as a valid reason code. 4808 will be used instead.

How to respond

Provide evidence that the account number on the transaction receipt is correct and matches cardholder information.

MC CODE

4834

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Point-of-Interaction Error

What it means

The cardholder paid twice for the same transaction using two different forms of payment. OR: The cardholder's account has been debited more than once for the same transaction using the same form of payment.

How to respond

Your response to this chargeback can include evidence that both transactions were valid and were authorized by PIN, a credit was issued, documentation indicating the two separate transactions and that they were valid, or that the chargeback is invalid because the issuer failed to provide the original ARD in DE 72 (Data Record).

Transaction Modifiers

Addendum/"No-Show" Dispute; DCC Selected by Merchant; DCC Unknown/Refused; Incorrect Transaction Amount; Late Presentment Unreasonable Amount



Reason codes

MC CODE**4831**

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Transaction Amount Differs

What it means

The amount the cardholder agreed to pay differs from the amount charged.

How to respond

Respond to this chargeback by providing documentation and a written explanation showing two separate transactions were correctly processed. If this is an unreasonable amount dispute, provide documentation showing that the cardholder agreed to an amount range as reasonable and that the transaction did not exceed this amount range.

MC CODE**4842**

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Late Presentment

What it means

The issuer cannot verify that a transaction was deposited within 30 days of the date a valid authorization code was obtained. An issuer may continue to use reason code 4842, however, MasterCard will eventually eliminate 4842 as a valid reason code. 4834 will be used instead.

How to respond

Provide evidence showing that the transaction date was not more than 7 calendar days prior to the central processing date of the central processing date of the presentment.



Reason codes

MC CODE**4846**

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Correct Transaction Currency Not Provided

What it means

A cardholder claims the converted amount of charge on an international transaction is incorrect.

How to respond

Prove that the correct transaction amount was processed in the country where the transaction originally took place, or evidence that a credit was issued.

MC CODE**4850**

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Installment Billing Dispute

What it means

The cardholder claims an installment charge to their account was made incorrectly.

How to respond

Provide either a copy of the TID or other documentation showing that the cardholder agreed to the number of installments processed or proof that the acquirer corrected the discrepancy that led to the dispute.



Reason codes

MC CODE

4999

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Domestic Chargeback Dispute (European Region Only)

What it means

A centrally acquired domestic transaction, or a domestic transaction processed through the MasterCard Network, where a chargeback is available according to the applicable domestic rule, but cannot be processed under a different message reason code.

How to respond

Responses to these disputes are varied based on the details provided from the cardholder and issuer.

MC CODE

4853

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Cardholder Dispute

What it means

The cardholder contacted their issuer to dispute a purchase. This can be for a variety of reasons, such as non-receipt or damaged/defective merchandise. For full details, see applicable modifiers. An issuer may continue to use reason code 4841, 4855, 4859, and 4860, however, 4841, 4855, 4859, and 4860 will eventually be eliminated as valid message reason codes.

How to respond

This chargeback may be reversed by supplying proof that the cardholder received the goods which fit the description at the time of the purchase. Specific compelling evidence based on applicable modifiers can be found in the modifiers section.

Transaction Modifiers

Addendum/"No-Show" Dispute; Counterfeit Merchandise; Credit Not Processed; Digital Goods Purchase of USD 25 or Less; Non-Receipt; Not As Described/ Defective; Recurring Transaction; Timeshare Cancellation; Transaction Not Completed



Reason codes

MC CODE	DESCRIPTION
4841	Cancelled Recurring or Digital Goods Transaction
(Chargeback)	What it means
CATEGORY	The cardholder states they shouldn't have been charged because they already cancelled the transaction. An issuer may continue to use reason code 4841, however, MasterCard will eventually eliminate 4841 as a valid reason code. 4853 will be used instead.
Consumer Disputes	How to respond
	Show that the chargeback is either remedied or invalid. Either by displaying that the transaction was not a recurring transaction, the transaction was recurring and the cardholder failed to meet the cancellation terms of the signed contract, documentation that services are being provided to and used by the cardholder after the cancellation date, or documentation that proper disclosure of entering into the recurring transaction was provided to and accepted by the cardholder.
	Transaction Modifiers
	<i>Recurring Transaction—Digital Goods</i>

MC CODE	DESCRIPTION
4854	Cardholder Dispute—Not Elsewhere Classified (U.S. Region Only)
(Chargeback)	What it means
CATEGORY	The cardholder is unhappy with the goods or services provided and has been unable to resolve the situation with the merchant.
Consumer Disputes	How to respond
	Respond by providing an assertion based on the documentation that you corrected the deficiency that led to the chargeback or otherwise resolved the complaint. You may also provide proof that the chargeback was invalid because the cardholder paid the disputed amount before contracting the merchant or issuer about the dispute.



Reason codes

MC CODE

4855

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Goods or Services Not Provided

What it means

The cardholder claims they have paid for an item that was to be delivered, but has not yet been received.

How to respond

If you have already issued a credit to the cardholder’s MasterCard account, you don’t need to submit a response to this chargeback. If you processed the credit by other means, provide compelling evidence displaying the credit occurred.

Transaction Modifiers

Digital Goods Purchase of USD 25 or Less; European Transaction for Travel Services

MC CODE

4859

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Addendum, No-Show, or ATM Dispute

What it means

The cardholder claims they are not responsible for an addendum, no-show, or ATM dispute.

How to respond

Provide evidence showing that the cardholder participated in and authorized the addendum or no-show transaction, or is response for said transaction based on agreement to your merchant policies.

Transaction Modifiers

ATM Transaction



Reason codes

MC CODE**4860**

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION**Credit Not Processed****What it means**

The cardholder claims they are due a credit from an establishment that has not been processed.

How to respond

In your response, you need to either show that the merchandise was never returned, that the cancellation was not accepted, or that a credit or a reversal was processed.



VCR dispute reason codes

QUICK REFERENCE



Time to respond: 30 days from date of chargeback.

Select a code to see the details

- | | | | |
|-------------|-------------------------------------------|-------------|------------------------------------------------------|
| 10.1 | EMV Liability Shift Counterfeit Fraud | 12.5 | Incorrect Amount |
| 10.2 | EMV Liability Shift Non-Counterfeit Fraud | 12.6 | Duplicate Processing / Paid By Other Means |
| 10.3 | Other Fraud — Card Present Environment | 12.7 | Invalid Data |
| 10.4 | Other Fraud — Card Absent Environment | 13.1 | Merchandise / Services Not Received |
| 10.5 | Visa Fraud Monitoring Program | 13.2 | Cancelled Recurring |
| 11.1 | Card Recovery Bulletin | 13.3 | Not as Described or Defective Merchandise / Services |
| 11.2 | Declined Authorization | 13.4 | Counterfeit Merchandise |
| 11.3 | No Authorization | 13.5 | Misrepresentation |
| 12.1 | Late Presentment | 13.6 | Credit Not Processed |
| 12.2 | Incorrect Transaction Code | 13.7 | Cancelled Merchandise / Services |
| 12.3 | Incorrect Currency | 13.8 | Original Credit Transaction Not Accepted |
| 12.4 | Incorrect Account Number | 13.9 | Non-Receipt of Cash or Load Transaction Value |



VCR dispute reason codes

VISA CODE**10.1**

(Chargeback)

CATEGORY

Fraud

DESCRIPTION

EMV Liability Shift Counterfeit Fraud

What it means

The cardholder claims his or her transaction was approved by a counterfeit EMV chip. The fraudster embedded this chip onto his or her credit card.

How to respond

Provide documentation that the cardholder made a legitimate transaction. You can also provide information about the security measures that are used on your EMV terminals.

VISA CODE**10.2**

(Chargeback)

CATEGORY

Fraud

DESCRIPTION

EMV Liability Shift Non-Counterfeit Fraud

What it means

The cardholder claims his or her card information was used for fraudulent activity, excluding the involvement of a counterfeit EMV chip.

How to respond

Provide documentation that shows your EMV terminal having no association with the disputed transaction. Some examples include your MID and the payment gateways that you use to process transactions.



VCR dispute reason codes

VISA CODE

10.3

(Chargeback)

CATEGORY

Fraud

DESCRIPTION

Other Fraud - Card Present Environment

What it means

The cardholder did not authorize or participate in a Card Present (CP) environment transaction.

How to respond

Provide evidence of both an imprint or a PIN or Consumer Device Cardholder Verification Method (CDCVM).

VISA CODE

10.4

(Chargeback)

CATEGORY

Fraud

DESCRIPTION

Other Fraud - Card Absent Environment

What it means

The cardholder did not authorize or participate in a transaction conducted in a Card Not Present (CNP) environment.

How to respond

Respond to this dispute with evidence of an imprint and a signature or PIN. If a nonauthenticated security transaction was processed with an Electronic Commerce Indicator value 6 in the Authorization Request, provide proof that the issuer responded to the Authentication Request with a Cardholder Authentication Verification Value. Or, supply proof that the transaction was properly authorized.



VCR dispute reason codes

VISA CODE

10.5

(Chargeback)

CATEGORY

Fraud

DESCRIPTION

Visa Fraud Monitoring Program

What it means

Visa notified the issuer that the transaction was identified by the Visa Fraud Monitoring Program, and the issuer has not successfully charged back the transaction under another reason code.

How to respond

Provide proof that the issuer has successfully charged back the transaction under another reason code.

VISA CODE

11.1

(Chargeback)

CATEGORY

Authorization

DESCRIPTION

Card Recovery Bulletin

What it means

The transaction was below the merchant's floor limit, and the merchant did not obtain authorization. On the transaction date, the account number was listed in the Card Recovery Bulletin for the Visa Region where the merchant is located (All excluding US Domestic).

How to respond

Respond by providing evidence that the transaction was chip-initiated and offline-authorized, if applicable.



VCR dispute reason codes

VISA CODE**11.2**

(Chargeback)

CATEGORY

Authorization

DESCRIPTION

Declined Authorization

What it means

An Authorization Request received a Decline or Pickup Response, and the merchant completed the transaction.

How to respond

Provide evidence that the transaction was chip-initiated and offline-authorized, if applicable.

VISA CODE**11.3**

(Chargeback)

CATEGORY

Authorization

DESCRIPTION

No Authorization

What it means

The cardholder did not offer correct and valid authorization, but the merchant authorized the transaction.

How to respond

Provide specific documentation that proves the cardholder provided authorization. Some examples include a digital signature and CVV code.



VCR dispute reason codes

VISA CODE**12.1**

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Late Presentment

What it means

This chargeback occurs when a merchant does not respond to a retrieval request within the specified time frame of response.

How to respond

Respond by providing the transaction receipt or other documentation with a transaction date that disproves late presentment.

VISA CODE**12.2**

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Incorrect Transaction Code

What it means

The cardholder claims that a debit was received for a transaction that should have been credited to the account.

How to respond

Provide the exact transaction code, along with all affiliated transactional data that proves the transaction code is correct—and that it corresponds to payment processing.



VCR dispute reason codes

VISA CODE**12.3**

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Incorrect Currency

What it means

The cardholder claims the merchant authorized the transaction with the wrong currency.

How to respond

Provide evidence that shows the cardholder's consent and acknowledgement of receiving the disputed currency.

VISA CODE**12.4**

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Incorrect Account Number

What it means

This chargeback occurs when the cardholder's bank receives a transaction from a merchant with an account number that does not match any account number on file for the cardholder.

How to respond

Provide the original transaction date and the trace number.



VCR dispute reason codes

VISA CODE

12.5

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Incorrect Amount

What it means

The cardholder claims the transaction amount posted on their account differs from what was authorized.

How to respond

Provide the original transaction date and the trace number.

VISA CODE

12.6

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION

Duplicate Processing / Paid By Other Means

What it means

The cardholder's bank received multiple charges for the same transaction. OR the cardholder has indicated that they paid for the transaction by other means (cash, check, or other card).

How to respond

To respond, provide either two separate signed or imprinted transaction receipts or other record to prove that separate transactions were processed. OR respond by providing documentation to prove that you did not receive payment by other means for the same good or service.



VCR dispute reason codes

VISA CODE**12.7**

(Chargeback)

CATEGORY

Processing Errors

DESCRIPTION**Invalid Data****What it means**

The cardholder claims that there was no valid data (e.g., account number) that authorized the transaction.

How to respond

The evidence needed to respond to this chargeback varies depending on the modifier associated with the transaction.

VISA CODE**13.1**

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION**Merchandise / Services Not Received****What it means**

This cardholder authorized the transaction and the merchant processed it. But the cardholder never received the ordered goods or services.

How to respond

Provide documentation to prove that the cardholder or an authorized person received the goods or services at the agreed location or by the agreed date.



VCR dispute reason codes

VISA CODE**13.2**

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Cancelled Recurring

What it means

The cardholder cancelled a recurring transaction, but the merchant still charged him or her despite this cancellation.

How to respond

Provide documentation to prove that the service was not cancelled or to show that neither you nor the acquirer were notified that the account was closed. In all regions excluding Europe, you may also provide documentation to prove that the transaction was not previously charged back.

VISA CODE**13.1**

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Not as Described or Defective Merchandise / Services

What it means

This chargeback occurs when a cardholder received goods or services that were not as described by the merchant. The goods or services could have also been defective before, during or after the cardholder's usage.

How to respond

You need to provide documentation to prove that the goods or service matched what was described, a rebuttal addressing the cardholder's claims, and if applicable, documentation to prove that the cardholder did not attempt to return the merchandise.



VCR dispute reason codes

VISA CODE**13.4**

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Counterfeit Merchandise

What it means

The cardholder purchased a merchandise that turned out to be counterfeit.

How to respond

Provide proof that the purchased merchandise is authentic, and that the cardholder knew of its quality during the transaction.

VISA CODE**13.5**

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Misrepresentation

What it means

The cardholder claims the merchandise / service was misrepresented during the transaction process.

How to respond

Provide proof that all representation of purchased good/service was, and is, accurate during the transaction.



VCR dispute reason codes

VISA CODE**13.6**

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Credit Not Processed

What it means

This chargeback occurs when the cardholder is told a credit will be issued to them by a merchant; however, they have not yet received a written refund acknowledgement or credit from the merchant.

How to respond

You need to provide either the transaction receipt or other records to prove that the merchant properly disclosed a limited return or cancellation policy at the time of the transaction, or evidence to demonstrate that the cardholder received the merchant's cancellation or return policy and did not cancel according to the disclosed policy.

VISA CODE**13.7**

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Cancelled Merchandise / Services

What it means

The cardholder cancelled the transaction for the merchandise / services, but the merchant still authorized and processed the transaction.

How to respond

Provide proof that the disputed transaction was not cancelled, and that the cardholder did not give any demand to cancel said transaction.



VCR dispute reason codes

VISA CODE

13.8

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Original Credit Transaction Not Accepted

What it means

The cardholder cancelled or returned merchandise, cancelled services, cancelled a timeshare transaction, or cancelled a Guaranteed Reservation. And the merchant did not process a credit or voided transaction receipt.

How to respond

You need to provide either the transaction receipt or other records to prove that the merchant properly disclosed a limited return or cancellation policy at the time of the transaction, or evidence to demonstrate that the cardholder received the merchant's cancellation or return policy and did not cancel according to the disclosed policy.

VISA CODE

13.9

(Chargeback)

CATEGORY

Consumer Disputes

DESCRIPTION

Non-Receipt of Cash or Transaction Value

What it means

The cardholder participated in the transaction and did not receive cash or load transaction value, or received a partial amount.

How to respond

Provide a copy of the ATM cash disbursement transaction or load transaction record containing at least an account number, transaction time or sequential number identifying the individual transactions, and an indicator that confirms that the ATM cash disbursements or load transaction values were successful.

Transaction modifiers

Why do some reason codes have transaction modifiers?

Whenever a reason code has too many ‘reasons’ for a chargeback, the card network creates transaction modifiers in order to specify the exact circumstance for the chargeback—and to clarify what compelling evidence is required to overturn it.

For example, you may have noticed that MasterCard reason code 4853 has nine modifiers. That is because there are various circumstances for a ‘Cardholder Dispute.’ A no-show chargeback and a counterfeit merchandise chargeback are both initiated by reason code 4853. But a modifier that specifies Addendum/“No-Show” Dispute or Counterfeit Merchandise will let you know which evidence is needed to challenge these chargebacks.

How specific are we talking about when it comes to compelling evidence?

Very specific. The following list will show you all of the modifiers you may encounter. We also have some tips on how to respond accordingly to each reason code and its respective modifier.

Why are there no modifiers for any of the new Visa Claims Resolution (VCR) reason codes?

VCR is all about simplifying the process of dispute resolution. For example, you may have noticed there are no request retrieval codes. Visa eliminated that since up-front information will be required for any reason code. You no longer have to worry about the ‘back-and-forth’ process of yesteryear, where you, the issuer and acquirer had to request information from one another.

This has also reduced the response time frame from 45 days to 30 days, and a resolution is expected within 31 days.

QUICK REFERENCE

Select a modifier to see the details

American Express

- Airline Transaction
- Digital Goods
- Site to Store

Discover Network

- Airline Transaction
- Card Not Present
- Site to Store

MasterCard

- Addendum / “No-Show” Dispute
- ATM Transaction
- CNP Airline Transaction
- Counterfeit Merchandise
- Credit Not Processed
- Customer Profile
- DCC Selected by Merchant

DCC Unknown/Refused

Digital Goods Download

Digital Goods at or Under \$25 USD

Ecommerce Transaction: Partial Shipment or Balance Due

European Transaction for Travel Services

Incorrect Transaction Amount

Late Presentment

Non-Receipt

Not As Described/Defective

Recurring Transaction

Recurring Transaction - Digital Goods

Site to Store

Timeshare Cancellation

Transaction Not Completed

Unreasonable Amount



Transaction modifiers

Airline Transaction

APPLIES TO REASON CODES

C08 - Goods or Services Not Received or Only Partially Received

F29 - Card Not Present

How to respond

One of the following must be provided in your response:

- Evidence that the cardholder or designated passenger participated in the flight (e.g. scanned boarding pass or passenger manifest)
- Credits of frequent flyer miles for the flight in question, showing a direct connection to the cardholder
- Proof flight in question was available during airline bankruptcy proceedings
- Additional transactions related to the original transaction, such as seat upgrades, baggage payment, or purchases made on board the aircraft

Digital Goods

APPLIES TO REASON CODE

C08 - Goods or Services Not Received or Only Partially Received

How to respond

For internet transactions representing the sale of internet electronic delivery charge, provide a description of the digital goods or date and time the digital goods were downloaded, and one of the following:

- Proof that the cardholder's IP address at the time of purchase matches the IP address where the digital goods were downloaded
- Proof the cardholder's email address provided at the time of purchase matches the email address used to deliver the digital goods
- Proof that the Merchant's website was accessed by the cardholder for services after the transaction date



Transaction modifiers

Site to Store

APPLIES TO REASON CODE

C08 - Goods or Services Not Received or Only Partially Received

How to respond

Provide all of the following in your response:

- The cardholder signature on the pick-up form
- Any additional proof to demonstrate that the identity of the cardholder was verified at the time of pick-up

DISCOVER

Transaction modifiers

Airline Transaction

APPLIES TO REASON CODE

RG - Non-Receipt of Goods, Services, or Cash

How to respond

Respond by providing the following evidence that either shows:

- The cardholder used the disputed airline ticket
- The lost ticket application submitted by the cardholder is not valid

Card Not Present

APPLIES TO REASON CODES

RG - Non-Receipt of Goods, Services or Cash

RM - Cardholder Disputes Quality to Goods or Services

UA02 - Fraud — Card Note Present Transaction

How to respond

For Discover reason codes RG and RM, provide any of the following:

- Cardholder confirmation of registration to receive electronic delivery of goods or services
- Cardholder's e-mail or IP address, date and time of download, description of goods downloaded or log documenting the receipt of downloaded material on or after the transaction date

For Discover reason code UA02, prove that the items were delivered and that you used the Address Verification Service (AVS) to validate the numeric portion of the cardholder's billing address, including street address and ZIP code, or that the response to an AVS request indicated that the cardholder's address is not verified because the card is issued outside of the United States. Or provide any of the following:

- Cardholder confirmation of registration to receive electronic delivery of goods or services
- Cardholder's e-mail or IP address, date and time of download, description of goods downloaded or log documenting the receipt of downloaded material on or after the transaction date



Transaction modifiers

Site to Store

APPLIES TO REASON CODE

RG - Non-Receipt of Goods, Services, or Cash

RM - Cardholder Disputes Quality of Goods or Services

UA01 - Fraud — Card Present Transaction

UA02 - Fraud — Card Not Present Transaction

How to respond

For all reason codes, provide either:

- The cardholder's signature on the pick-up form
- A copy of the cardholder's identification presented at the time of pick-up



Transaction modifiers

Addendum/“No-Show” Dispute

APPLIES TO REASON CODE

4834 - Point of Interaction Error

4853 - Cardholder Dispute

How to respond

Provide either:

- Proof that the deficiency that led to this dispute has been corrected
- Evidence proving that the cardholder is responsible for the addendum or “no-show” charge

ATM Transaction

APPLIES TO REASON CODES

4859 - Addendum, No Show, or ATM Dispute

How to respond

Provide a legible copy of either the ATM audit tape or an internal transaction report from the acquirer.

The ATM audit tape or the transaction report must show any terminal financial activity that occurred immediately before and after the disputed transaction. At a minimum, the audit tape or transaction report must include:

- Primary account number read from track 2 of the magnetic stripe or from the chip (DE 2)
- Transaction type and account accessed (DE 3)
- Transaction amount in local currency (DE 4)
- Transaction trace or system trace audit number (DE 11)
- Transaction date and time (DE 12)
- Terminal ID (DE 41)
- Terminal status (only required in case of partial or no dispense)
- Error report (only required in case of partial or no dispense) The documentation may also show:
 1. Terminal's response to the last command received from the interchange system
 2. Retract indicator
 3. Bill counts for each canister



Transaction modifiers

CNP Airline Transaction

APPLIES TO REASON CODE

4837 - No Cardholder Authorization

How to respond

Provide at least one of the following documents and, if necessary, accompanied by an explanation thereof:

- Flight ticket or boarding pass showing the passenger's name
- Flight manifest showing the passenger's name
- Additional transactions connected with the disputed flight, such as, upgrades, excess baggage charges, and in-flight purchases
- Passenger identification documentation showing a link to the cardholder
- Credits of frequent flyer miles for the flight, showing connection to the cardholder
- Proof of receipt of the flight ticket at the cardholder's billing address

Counterfeit Merchandise

APPLIES TO REASON CODES

4853 - Cardholder Dispute

How to respond

Your response needs to include documentation to support your claim that the merchandise was not counterfeit.



Transaction modifiers

Credit Not Processed

APPLIES TO REASON CODE

4853 - Cardholder Dispute

How to respond

Provide any of the following in your response:

- Proof that the deficiency that led to this dispute has been corrected
- A statement that neither a return nor attempted to return merchandise has been made
- A statement and evidence that the cardholder's return does not comply with your written policies

Customer Profile

APPLIES TO REASON CODES

4837 - No Cardholder Authorization

How to respond

If you require a cardholder to register prior to completing a purchase, you must provide documentation confirming the cardholder or authorized user is registered to purchase goods with a password and must provide one or more of the following:

- The cardholder or authorized user completed other undisputed purchases prior to, or after, the alleged fraudulent transaction
- The cardholder or authorized user completed the disputed transaction from a registered device and IP address
- Details of the purchase
- Signed proof of delivery
- Email addresses to support digital download delivery
- The cardholder or authorized user completed the disputed transaction from a registered device and IP address
- The cardholder or authorized user registered the disputed goods or services. For example, registration for purposes of warranty or future software updates
- A fully enabled SecureCode transaction was used to register a PAN for future transaction



Transaction modifiers

DCC Selected by Merchant

APPLIES TO REASON CODE

4853 - Cardholder Dispute

How to respond

Provide all of the following as relevant compelling evidence:

- A copy of the transaction receipt
- Certification confirming that Dynamic Currency Conversion was chosen by the cardholder and not by the merchant

DCC Unknown/Refused

APPLIES TO REASON CODES

4853 - Cardholder Dispute

How to respond

Ask your acquirer to provide certification that you are registered to offer Dynamic Currency Conversion and to provide a copy of the transaction receipt showing the your local currency.



Transaction modifiers

Digital Goods Download

APPLIES TO REASON CODE

4837 - No Cardholder Authorization

How to respond

In your response, provide:

- The cardholder's written confirmation of registration to receive electronic delivery of goods or services

Digital Goods at or Under \$25 USD

APPLIES TO REASON CODES

4853 - Cardholder Dispute

4855 - Goods or Services Not Provided

How to respond

You may respond when you and your acquirer can substantiate that the merchant offered at least the following minimum purchase controls at the time of the transaction or transactions (in the case of multiple transactions charged back in a batch):

- The option, enabled as a default setting, for the cardholder to disable all digital goods purchases
- The time period during which a digital goods purchase can be made on the cardholder's account with the merchant (the "account open" period) must not exceed 15 minutes from the time at which the cardholder enters account authentication credentials
- Allowing the cardholder to confirm or to cancel the clearly displayed total transaction amount of each pending digital goods purchase before completion of the transaction



Transaction modifiers

Ecommerce Transaction: Partial Shipment or Balance Due

APPLIES TO REASON CODE

4837 - No Cardholder Authorization

How to respond

Provide a statement documenting all of the following if, after completing an authenticated ecommerce transaction, you obtained authorization for a related transaction involving a partial shipment or the payment of a balance due:

- The original transaction was a digital; secure remote payment (DSRP) transaction or was SecureCode initiated
- Description of the goods or services purchased in the initial transaction
- Date and authorization for approval code for the initial transaction
- The initial transaction was not disputed

European Transaction for Travel Services

APPLIES TO REASON CODES

4855 - Goods or Services Not Provided

How to respond

Provide documentation and explanation that the services were covered by a bonding authority, insurance or consumer protection scheme. An acquirer statement that such a scheme exists is not sufficient.



Transaction modifiers

Incorrect Transaction Amount

APPLIES TO REASON CODE

4834 - Point of Interaction Error

How to respond

Provide evidence that either:

- The cardholder was billed the accurate amount represented in the disputed transaction
- The chargeback is invalid because the issuer failed to provide the original ARD in DE 72 (Data Record)

Late Presentment

APPLIES TO REASON CODES

4834 - Point of Interaction Error

How to respond

Your response to this chargeback can include any of the following:

- Evidence that a credit was issued
- Documentation indicating the transaction was submitted within the applicable timeframe
- Evidence that the chargeback is invalid because the issuer failed to provide the original ARD in DE 72 (Data Record)



Transaction modifiers

Non-Receipt

APPLIES TO REASON CODE

4853 - Cardholder Dispute

How to respond

Provide evidence that either:

- The cardholder received the goods or services
- The deficiency that led to this dispute has been corrected

Not As Described/Defective

APPLIES TO REASON CODES

4853 - Cardholder Dispute

How to respond

Provide evidence of any of the following:

- The cardholder received the goods or services which fit the description at the time of the purchase
- The deficiency that led to this dispute has been corrected
- A statement that neither a return nor attempted to return merchandise has been made



Transaction modifiers

Recurring Transaction

APPLIES TO REASON CODE

4837 - No Cardholder Authorization

4853 - Cardholder Dispute

How to respond

For MasterCard reason code 4837, provide all of the following:

- Description of the goods or services being provided the transaction was recurring by providing the start date of the recurring transaction and, if used, one of the following:
 - SecureCode was used to initiate the original transaction
 - If the card validation code 2 (CVC 2) was provided in the authorization request/0100 message and the card validation code result (DE 48, subelement 87) had a value of M in the Authorization Response/0110 message
- More than one transaction was processed by providing the date(s) of previous transaction(s)
- Previous transactions were not disputed

For MasterCard reason code 4853, provide documentation to support that the chargeback is remedied or invalid through one of the following:

- The transaction was not a recurring transaction. For example, the merchant bills the cardholder in installments
- The transaction was recurring and the cardholder failed to meet the cancellation terms of the signed contract
- Documentation that services are being provided to and used by the cardholder after the cancellation date are available
- You can document that proper disclosure of entering into the recurring transaction was provided to and accepted by the cardholder

Recurring Transaction - Digital Goods

APPLIES TO REASON CODES

4841 - Cancelled Recurring Transaction

How to respond

Provide documentation to support that the chargeback is remedied or invalid.



Transaction modifiers

Site to Store

APPLIES TO REASON CODE

4837 - No Cardholder Authorization

How to respond

Provide a receipt, work order, or other document signed by the cardholder, stating that the goods or services were received by the cardholder (common terms include "will call" and "in-store pickup").

Timeshare Cancellation

APPLIES TO REASON CODES

4853 - Cardholder Dispute

How to respond

Provide proof of any of the following:

- The deficiency that led to this dispute has been corrected
- The cardholder did not cancel the timeshare agreement or similar service in accordance with your written policies with which they agreed



Transaction modifiers

Transaction Not Completed

APPLIES TO REASON CODE

4853 - Cardholder Dispute

How to respond

Provide proof that either:

- The deficiency that led to this dispute has been corrected
- The transaction posted correctly to the cardholder's account

Unreasonable Amount

APPLIES TO REASON CODES

4834 - Point of Interaction Error

How to respond

Provide documentation, showing that the cardholder agreed to an amount range as reasonable. And that the transaction did not exceed this amount range.

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